



**TE WHARE WHAA RAU MA TAHI**  
**Centre 401 Trust**


# **MENTAL HEALTH PEER & SELF HELP CENTRE**

## **OPENING HOURS**

9am-4pm **MON-THU**  
9am-3pm **FRI**

**No Referrals Required**

## **CONTACT US**

07 838 0199  
admin@centre401.co.nz  
 @centre401trust  
306 Tristram St,  
Hamilton Central

[www.centre401.co.nz](http://www.centre401.co.nz)

# WHAKATAUKI

**Kia U. Kia Mau. Ko Te Atua Too Taatou Piringa. Ka Puta Ka Ora.**

Centre 401 is a leading, innovative and unique service that embraces the lived experience.

## MISSION STATEMENT *Tauaakii Mihana*

We cultivate a journey of wellness with people by being innovative and responsive.

## PHILOSOPHY *Tuhinga o Mua*

### **Consumer Owned and Operated**

This means that Centre 401 is run entirely by people who experience or have previously experienced some form of mental illness, including the Trustees, Management and Staff.

### **Promote Recovery**

Te Whare Whaa Rau Ma Tahi/Centre 401 recognises that recovery is:

- **Individual** - what we seek and what works for each of us is different
- **A Choice** - this choice cannot be made by any person but the person experiencing it
- **A Process of Personal Development** - it is complex and hard work

### **Support Self Help and Self Determination**

It is up to each individual to take responsibility for their own wellness. Te Whare Whaa Rau Ma Tahi/Centre 401 encourages people to take charge of their own recovery.

### **Community Centered Peer Support**

As a team of community Intentional peer support workers, the staff at Centre 401 apply wisdom from learned experience. We also participate in the New Zealand Certificate in Health and Wellbeing (Level 4) Advances Care and Support.

## **MEMBERSHIP** *Mematanga*

Centre 401 Trust/Te Whare Whaa Rau Ma Tahī operates on a basis of membership. This means that everyone who wants to access Centre 401 Trust/Te Whare Whaa Rau Ma Tahī must become a member first.

To become a member you need to have past or present experience with mental illness.

### **Do you identify as Māori or Non Māori?**

#### **Non Māori**

Becoming a member involves meeting with a Service Navigator to check that you are a past & or present user of mental health services along with our other entry criteria.

People who do not fit this description are linked with alternative options if this is possible.

During the membership signup process, please let us know what culture you identify with.

#### **Māori**

Becoming a mema (member) of Te Rōpu Korowai Nga Tangata within Centre 401/Te Whare Whaa Rau Ma Tahī will involve a Kanohi ki te kanohi (face to face) meeting with a Kaiwhakaterere (Navigator) to inquire if you are comfortable to progress with this entry process. If this is accepted by the Mema (Member) the Kaiwhakaterere (Navigator) will set a time for Whakatau (Welcome), and the process will be explained by the Kaiwhakaterere (Navigator).

Once a person is accepted for membership, they complete a centre consult with the navigator and have a membership I.D photo taken.

Centre 401 Trust/Te Whare Whaa Rau Ma Tahī is a place of recovery for people who want to understand themselves and move forward in their journey towards discovering what works to get and stay well.

Carparking is available for members while they are at the Centre next to reception and also the 5 visitors parks across from the training room.

Visitors are welcome on Wednesdays only between 10am–12noon & 1:00pm–3:00pm. This is to ensure that our members get the time and space they require to continue their recovery journey. You are solely responsible for and must accompany your visitor at all times. Visitors are charged \$1.00.

# TE ROPU KOROWAI NGA TANGATA



Te Ropu Korowai Nga Tangata is a collective of Maaori members and Maaori staff working together to strengthen a safe pathway for Maori into and within Te Whare Whaa Rau Ma Tahī / Centre 401.

By honouring Te Tiriti O Waitangi and Tino Rangatiratanga, He Ropu Korowai Nga Tangata has a voice for Maaori in Te Whare Whaa Rau Ma Tahī/Centre 401 at all levels.

Cultural direction by Ngati Maahanga, Te Ropu Korowai Nga Tangata is generating an unwavering momentum within Te Whare Whaa Rau Ma Tahī/Centre 401.

To become a member of Te Ropu Korowai nga Tangata one will enter through kanohi ki te kanohi (face to face), and Whakatau (Welcome) with a Kaiwhakatere (Navigator).

Te Ropu Korowai Nga Tangata is committed to strengthening a safe pathway for Maaori mema (members) when entering Centre 401/Te Whare Whaa Rau Ma Tahī and give individual Maaori mema (members) the choice of their personal Hikoī (Journey).

A mema (member) must have whakapapa (blood family) to Maaori.

Te Ropu Korowai Nga Tangata also participates in policies and procedures reviews assuring a culturally safe environment and an equity model that works for Maaori entering Te Whare Whaa Rau Ma Tahī/Centre 401.





# CODE OF CONDUCT

We seek to maintain our community by staff, members and visitors agreeing to uphold our values by:

## RESPECTING OTHERS

- We respect others by using language and behaviour that supports the comfort and safety of all members, visitors and staff.
- We respect each other's space, belongings, opinions and journeys by being open minded and using behaviour and language that honours the uniqueness of us all.
- No put-downs, gossiping and 'isms' (sexism, racism, ageism, criticism)

## RESPECTING PROPERTY

- We respect the property of Centre 401 by using the resources provided in a thoughtful manner and for its intended purpose.
- We expect each other to be community minded by remembering the needs of others as well as ourselves.
- We have specific rules for the Library, Computer room and Care Cafe. Please refer to these as required.

## The Bottom Line/ Not at Centre 401

- Alcohol and drugs (non prescription drugs including synthetic legal highs)
- Being under the influence of alcohol and/or drugs
- Gambling of any type
- No Smoking or Vaping onsite
- Illegal activities: if it's against the law, don't do it at the Centre
- Bludging (eg, tobacco, cigarettes, money)
- No selling smokes onsite
- No animals (except service or therapy animals)

Any Breach of the Code can result in any of the following:

Being asked to leave for the day, 2 week ban,

3 month ban, Police being called, Trespass

**INSTANT TRESPASS** will occur for any of the following:

Violence, Sexual Harassment, Drug Activity, & Theft.

We have a **ZERO TOLERANCE POLICY** for Drugs and/or Violence.

# **YOUR INFORMATION** *To Panuitanga*

## **Privacy Act 2020**

If you require information on the Privacy Act 2020 it is available at [www.justice.govt.nz](http://www.justice.govt.nz) and also the Centre 401 Privacy Officer.

## **Records about you**

All information recorded about you is either scanned and saved onto a password protected computer or locked in a filing cabinet.

We record notes about the contents of our interactions with you and where we are specifically helping you with something.

We record what you're wanting to do and what we're doing to help.

If you want to, you can write your own notes.

Only Centre 401 staff members can look at this information, your records are not shared with anyone else.

You can request access to any recorded information about you by asking the Manager.

If someone asks us for information about you we will not give them any unless you have signed a Service Say So Form stating we can share information with that person.

## **Statistical Reports to Ministry Of Health and Ministry of Social Development**

As we are funded by these agencies we are required to report statistical data to them. Please read the PRIMHD pamphlet for more information. An SCR report to MOH confirms if you have a wellness plan, if you are in work or study and your housing situation.

If you are working on Job Support we are required to provide any relevant work information to Ministry of Social Development including if you get a job. We also log our work with you into SORT.

### **Duty of Care**

If we have reason to believe that you are:

- Going to hurt yourself
- Going to hurt someone else
- You are being abused

Then we will call the appropriate help without your written consent. ie the CAHT team, the police, an ambulance

## **PEER SUPPORT**    *Tautoko Hono*

### **Using The Facilities**

Centre 401 Trust/Te Whare Whaa Rau Ma Tahī has various spaces available to use informally for Peer Support.

### **Care Cafe**

Centre 401 Trust/Te Whare Whaa Rau Ma Tahī has a café space available for members to have coffee tea, eat their lunch and play board games. Some workshops are held in the Care Café.

### **Garden Area & BBQ**

Centre 401 Trust/Te Whare Whaa Rau Ma Tahī has a garden area for members to enjoy. The garden also provides veges for members to take home or have for lunch. We also have a BBQ available for members to use.

### **Members Computer**

A computer is available for members to use in the office next to reception. The office also has a selection of pamphlets and information on health and services for members.

### **Using facilities only \$1 fee**

For those that do not use any of our services and just use our facilities to meet up with their peers a charge of \$1 a day applies. This charge is paid to reception and a receipt is issued. There is only a charge if you don't attend a workshop or have an appointment.

# INDIVIDUAL PEER SUPPORT *Te Tautoko Pai Tangata*

**Centre 401 provides one to one individualised peer support to help you move forward in your recovery.**

A Intentional peer support worker can meet with you regularly to help figure out the tasks you need to do to complete your quest and support you in completing them. This means reflecting on what you have done as well as planning ahead.

We have both IPS and Peer support staff that you can make appointments with to help you achieve your life quests/goals.

## **Examples of Peer Support:**

- Mental, Emotional and Physical Health Targets
- Discuss how to stay well
- Finding a counsellor
- Looking at diet and exercise
- Help to find and work with a GP
- Help to look at drug and alcohol services
- Help with getting onto a course
- Explore your hobbies, interests and passions
- Expand your social life
- Planning a holiday
- Figure out better ways of doing things
- Ko wai ou? Who am I?
- Explore your story
- Help to get into healthy habits and routines
- Support with the challenges & barriers work readiness can bring.



### **Meeting Up With Those In The Know**

At Centre 401 we know how much work it takes to move forward in recovery. Whether we are helping someone else at Centre 401 or working on our own quest, we call this peer work. The work we do is important.

Centre 401 is a place where we have a good sense of humour and an accepting view of each other's struggles.

We help each other all the time and we also say what needs to be said in a kind way. This is peer support. It is much more helpful to encourage each other and celebrate what is going well than to be negative.

We all have gained wisdom through our life experiences and as a group we have a large pool of knowledge to share with each other.

Wisdom through experience!

### **Self Help working with Peer Help**

Self Help is the work a person does to take care of their own wellbeing and responsibilities in life. In challenging times each person can activate strategies to help improve their situation. We all struggle at times and all have something we are working on. Self Help is where we work to be experts in our own lives so that we have wisdom to share as fellow players in the game of life.

Peer Help is what we can offer to another person going through an experience we can relate to because of our own personal experience. Two heads are better than one!

Peer Help is grounded in the desire to help one another, but also the recognition that we need to look after ourselves as well.

Believing in others does not mean we lose sight of where we are going ourselves. We honour our path and work with those who travel beside us.

Self Help backs up the Peer Help.

## SERVICES WE PROVIDE

# Psycoffogee



**Monday 10am - 11am**

**Centre Place Food Court**

**Wednesday 1.30pm - 2.30pm**

**Fastlane Fitness, Foodzone**

**Thursday 10am - 11am**

**Hood Street Bistro**

**Thursday UNDER**

**30's 4.30pm - 5.30pm**

**Coffee Culture, 5 Cross Roads**

**Friday 1pm - 2pm**

**Centre Place Food Court**



**Planet 401 Magazine** is a recovery based magazine published monthly. Members of Centre 401 can submit articles, pictures, recovery tips, interviews etc.

Send submissions to [admin@centre401.co.nz](mailto:admin@centre401.co.nz) or talk to a member of staff for more information.





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**Centre 401 Trust**

# WEEKLY WORKSHOPS

## **Raahina** Monday

**COUCH TO**  
**5K**  
**9.30AM**  
Departing C401

**TE REO MAAORI**  
**9:30-11**  
Training Room



**TECH CLUB**  
**11-12**  
Care Café

## **Raatu** Tuesday

**COUCH TO**  
**5K**  
**9.30AM**  
Departing C401

**SCHOOL OF**  
**EMOTIONS**  
**10:30 - 11:30**  
Training Room  
**Starting 8th**  
**of August**

**JOBSQUAD**  
**1-2PM**  
Care Café

## **Raapa** Wednesday

**COUCH TO**  
**5K**  
**9.30AM**  
Departing C401

**FUNFIT**  
**10:30-11:30**  
Courtyard



**MADJAM**  
**11AM-1PM**  
Training Room

**NGAA TOI**  
**1-2PM**  
Training Room



## **Raapare** Thursday

**COUCH TO**  
**5K**  
**9.30AM**  
Departing C401

**A WHOLE**  
**NEW MOOD**  
**11:30-12:30**  
Training Room



**STATE OF MIND**  
**1:30-2:30**  
Training Room



## **Raamere** Friday

**WAIATA**  
**9:30-10**  
Training Room



**ART O CLOCK**  
**10:30-12**  
Training Room

**CHESS CLUB**  
**12:30-1:30**  
Training Room

**MADJAM**  
**1-3PM**  
Training Room



**We look forward to seeing you :)**

## SERVICES WE PROVIDE

### WORKSHOPS Awheawhe



#### **Te Hikoī O Nga Tane** **"The Mens Walk"**

A 15 week mens only group that creates an environment and opportunity to share, pick up new skills and learn from the experience of other men. Group participants can expect to gain some education, fellowship and peer support.



#### **Change Challenge**

A 12 week challenge to improve your physical health. Choose your overall health goals and work out your weekly targets or pledges. A weekly record for you to tick will be created. Change challenges include but are not limited to: losing weight, getting fit, walk to Wellington, eat well, gym sessions, drink water, brush teeth, no fizzies.



#### **School of Emotions**

A series of 16 workshops on emotions and emotional intelligence.

A very interesting and interactive way to learn about your emotions. This series runs once a year and normally runs in the second half of the year.

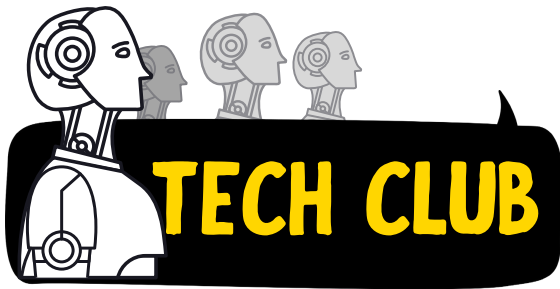


## WORKSHOPS Awheawhe



### **Te Reo Maori**

Our Te Reo classes teach from beginners to intermediate level. Tikanga and Kawa are also covered. This is a supportive environment in which to explore the language and customs of our country.



### **Tech Club**

Come along and learn how to use tablets and smartphones. Topics covered include: Email, Facebook, MyMSD, using apps and much more. We can also help you connect Skinny Jump internet at home.



### **Job Squad**

This workshop will help you learn effective tools to ensure greater success in the employment market. The workshop is designed to encourage discussion and for people to be able to gain support from a wider group of people on the same path.



### **Nga Toi A Maori**

Explore, discuss & create methodologies and philosophies of Māori art you always wanted to know or share.



### **Mad Jam**

Mad Jam is a chance to get together with other aspiring muso's to write, and practice original songs. It is also a chance to just jam, hang out and enjoy creating amazing songs.

## WORKSHOPS Awheawhe



### MINDFULNESS & MEDITATION WORKSHOP

#### **Mindfulness & Meditation Workshop**

Learn and explore Mindfulness and Meditation techniques and share your experiences in a supportive group setting.

**Available by Appointment**



#### **A Whole New Mood**

Discuss and explore your struggles and experiences with Depression and Anxiety in an informal group setting. Talk, listen, learn and support each other.



#### **Art O Clock**

A place for members to let their creativity shine. They are able to learn new modes of artistic expression, enter art competitions and exhibitions and spend time with like-minded creatives.



#### **State of Mind**

People with personal experience of hearing voices, seeing visions or having other unusual sensory experiences.

A safe and confidential space to meet and talk with other people with similar experiences, learn about coping techniques, and even watch a Ted Talk or two.



#### **Waiata**

Come along and learn waiata with us. We are learning a collection of waiata to use within the Centre and at events. There is nothing better to lift your spirits on a Friday than half an hour of waiata.

## ADDITIONAL WORKSHOPS    Awheawhe



### **Assylum Studio**

Centre 401 has a small basic recording studio. Book in a session to record your music, record a podcast or story. Please contact Reception to book a time slot. Access to instruments, mics, digital equipment



### **Garden Wisdom**

If you want to get in touch with your inner gardener, come along to Centre 401's garden. You have the option of participating in the maintenance of the Centre garden or establishing your own garden pots at home.



### **Couch to 5K**

Join a friendly group each week for a walk around Hamilton central - around town, parks, river trails etc  
Explore the area while chatting about what's on your mind.



### **Te Ropu Korowai nga Tangata**

The ropu was set up to ensure our Māori members and staff were happy and content with the service Te Whare Whā Rau Ma Tahi offers for Māori. That they are included on the decisions made that could affect them concerning the content and running of the centre i.e. customs followed in certain aspects, having a say, and being notified in all changes or future initiatives.  
It was also to combat the cultural inequity that they have had to cope with within the public health system for many years. We endeavour to make a dent in those statistics.

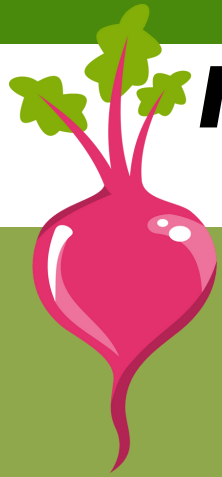
**Kia U  
Kia mau**

**Ko Te Atua too Taatou Piringa  
Ku Puta Ka ora..  
Nga mihi.**

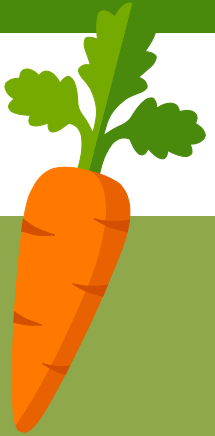
Whakatau given to Te Whare  
Whaa Rau Maa Tahi - By  
Maharaia Paki



# Wednesday Soup or Salad



***It's what you bring to the bowl that matters***



**Help create a yummy Soup or Salad for lunch!**

Bring in a vegetable with you or harvest from our garden (please ask for assistance)

Arrive with your vege' by 9:30am or bring the day before :)

Help is always appreciated.  
Soup / Salad will be ready for munching @ **12pm**

# What's Happening in **2023**

**6 Feb** Waitangi Day

**6-10 Mar** Kai Hakiri

**7-8 Jul** Tune Up

**10-14 Jul** Matariki

**11-18 Sep** Te Wiki O Te Reo Maori

**19 Oct** Mad Pride

**14 Dec** Members Christmas

- Check out Planet 401 every month to find out what's happening around the Centre.
- We have Workshops/ Groups & Events happening all the time so come in and check us out.
- Signing up to become a member is easy as... just pop in or give us a call to find out more.

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 **07 838 0199**  **306 Tristram St**



# You're Invited!!

## Tune Up!

**A weekend retreat to  
create original music**

**and the MAIN EVENT...**

# MAD PRIDE

**Celebrating the Mad Culture and Recovery in Style!  
A night out to share the awesomeness within us.**

**These two events are by far the  
HIGHLIGHTS OF THE YEAR**

**(you dont have to take my word for it... ask anyone!)**

Read on for more information on these great  
events and keep an eye out on our Facebook  
page for updates



## EVENTS *Nga Takahanga*

**Centre 401 has a Facebook Page and website where we post the details of upcoming events!**

### KAI HAKARI WEEK

The essence of the Kai Hakari Week is to look at how members and staff nourish their Hinengaro (mental wellness), Tinana (Physical wellness), Wairua (spiritual wellness) as they walk through their day at Centre 401/ Te Whare Whaa Rau Ma Tahī.

The task at hand of Kai Hakari Week is to influence all the workshops with the flavour of Kai Hakari. At the end of the week a feast is prepared to feed the people and create an environment that strengthens Whanau Ora.

### MATARIKI

Matariki is the Māori name for a cluster of stars which is visible in our night sky at a specific time of the year. In June/July, Matariki will re-appear in the dawn sky – signalling the start of the Māori New Year. It is a time to celebrate new life, to remember those who've passed and to plan for the future. And it's a time to spend with whaanau and friends – to enjoy kai (food), waiata (song), taakaro (games) and haka.

Our tūpuna (ancestors) would look to Matariki for help with their harvesting. When Matariki disappeared in April/May, it was time to preserve crops for the winter season. When it re-appeared in June/July, tuupuna would read the stars to predict the upcoming season – clear and bright stars promised a warm and abundant winter while hazy stars warned of a bleak winter.



### TUNE UP

Tune up is a weekend with workshops on:

Creative writing– run by an accomplished writer.

Song writing -run by experienced musicians to help you complete your songs. This event happens in the middle of the year and the music that is created can then be preformed at Mad Pride.

## TE WIKI O TE REO MAORI

### Te Reo Maori Week

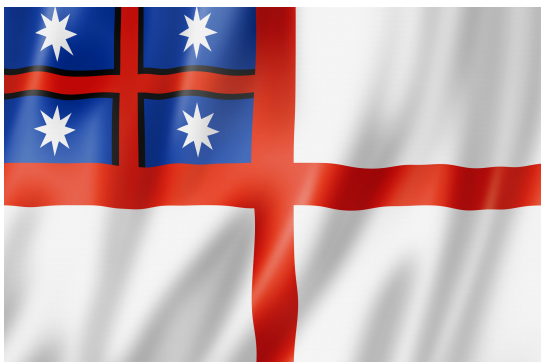
Centre 401 connect in with Te Reo week each year. Ask in September to find out what we will be doing to explore the native language of Aotearoa - Te Reo Maaori

## MAD PRIDE

Every year Centre 401 celebrates mad culture and recovery through a Mad Pride gig. Mad Pride brings passion, hope and comical relief to all involved, using original music and comedy to celebrate Mad Culture. Putting the cool back into Madness, Mad Pride will show you a different side to recovery. Everyone can be involved in the planning of this event through community EQUIP workshops.

Performers write and produce songs and skits through the “Tune Up” weekend and the Cuckoo comedy workshop and Mad Jam. “Recognising the talents of members of our community and providing a forum in which these talents can evolve and be shared as well as relaying experiences of hope and acceptance.”

## DECLARATION OF INDEPENDENCE



### Declaration Of Independence

Signed in 1835 by 35 Rangatira (maori leaders) and four British Residents this declaration states the sovereignty (Te mana i te whenua) that existed in 1835 and was designed to promote and protect the rights of Māori. Learn about and celebrate the declaration of impendence with us.



## **EVENTS** *Nga Takahanga*

### **MEMBER XMAS PARTY**

Every year, we celebrate the year that has been with a Members Christmas party. Members can influence what will happen at the end of year celebration within our weekly workshops. A budget is set and then you decide what happens!

## **ADDITIONAL SERVICES**

### **Parenting Resources**

If you are the parent or guardian, you can use the resources Centre 401 provide. These resources cover all aspects and dynamics of parenting. Ask a member of staff if you would like to access these.

### **Peer Panels**

Centre 401 holds four Peer Panels a year. These are focus groups where we ask a selection of members questions about how we are doing and get suggestions for change. If you would like to be a part of a peer panel, please let a member of staff know.

### **Centre Meetings / Hui**

Centre 401 holds four centre meetings/Hui a year where members and staff can come together to discuss how things are going and bring up things of concern or ideas for change. It is also an opportunity to relay centre notices and announcements.

# YOUR RIGHTS

You have rights when receiving any form of health or disability service, including when at Centre 401 Trust.

This booklet provides an interpretation of these rights under the Code of Health and Disability Services Consumers' Rights.

*For a detailed look at these rights refer to The Code of Health and Disability Services Consumers' Rights pamphlet which is available at the front desk.*



## **1 RESPECT - MANA** *You are important*

### **This means:**

You are a unique human being and services must take this into account and respect the culture, values and beliefs that make you the person you are today.

## **2 FAIR TREATMENT - MANAAKITANGA** *Discrimination isn't fair*

### **This means:**

You should not be treated differently than anyone else no matter what your position in life is. Health providers should not use their position to take advantage of you or intimidate you.

## **3 DIGNITY & INDEPENDENCE - TU RANGATIRA MOTUHAKE** *It's your life*

### **This means:**

Being allowed to make your own decisions about what is best for you and live your life how you want to.

## **4 PROPER STANDARDS - TAUTIKANGA** *Is it up to scratch?*

### **This means:**

You should receive a good quality service from staff with the skills and attitudes which are up to standard. The service should be looking at what you need and working with other services to provide this.

## **5 EFFECTIVE COMMUNICATION - WHAKAWHITIWHITINGA** **WHAKAARO** *Understanding what is going on*

### **This means:**

Information should be given in a form you understand, no matter what your circumstances are.

# YOUR RIGHTS

## **6** **INFORMATION - WHAKAMOHIIO** *Have you got enough info?*

### **This means:**

You shouldn't be kept in the dark about anything. Services must provide you with all the information you need.

## **7** **CHOICES & DECISIONS - WHAKARITENGA MOU AKE** *Informed consent*

### **This means:**

When given all of your options you can make good decisions about managing your wellness. You can choose what service you use and can change your mind if you want. You don't have to come to Centre 401 or use our services.

## **8** **SUPPORT - TAUTOKO** *You dont have to do it alone*

### **This means:**

You can have a support person of your choice with you as long as it is safe and other peoples rights are not affected including yours. Your support person does not have to be a trained advocate or professional health worker.

## **9** **TEACHING & RESEARCH - AKO MO TE RANGAHAU** *You dont have to be a guinea pig*

### **This means:**

You do not have to take part in teaching or research, but if you do, all of these rights still apply.

## **10** **COMPLAINTS TAKEN SERIOUSLY - AMUAMU** *Big or small we'll hear them all*

### **This means:**

Services must take you and your complaints seriously. The complaints procedure should be clear and the process should be easy and non- threatening. Advocates are available to help you as well as the Health and Disability Commission.

**Contact details - 0800 11 22 33.**

We can't fix things if we don't know they are broken.

# CENTRE 401 TRUST COMPLAINTS PROCESS

Centre 401 is committed to the continuous improvement of the services we provide. This is the process to enable people to have their concerns or feedback heard.

## TIMELINES

### Day 1

Your complaint is received by a member of staff at Centre 401 Trust and given to the Manager. Staff involved with managing your complaint have a responsibility to help you wherever possible.

### Day 5

Your complaint will be acknowledged in writing, unless it has been resolved to your satisfaction prior to this time.

### Day 10

The Centre Manager will report back to you the outcome of your complaint.

(usual business days)

## WHAT IF I AM UNHAPPY WITH HOW MY COMPLAINT HAS BEEN HANDLED?

The way we manage complaints is designed so there is a good chance you will have your problem resolved. However, we cannot guarantee this will happen in every case.

If you are not happy with how we handled your complaint, you can request your complaint be escalated to our Trust Board who will investigate and report back to you within a further 20 days.

## OTHER NOTES OF INTEREST

People can make a complaint regarding any part of this service and can do so without having the service withdrawn.

If the member wishes to take their complaint outside Centre 401, they are entitled to send a complaint to the Health and Disability Commissioner. Ph 834 3960.

# CENTRE 401 TRUST COMPLAINTS FORM

If you require a Complaints Form, these are available from reception along with lots of other information.

## COMPLAINTS FORM

(Please tick one) **Environmental Concern** ☐ **Personal Rights Issue** ☐ **Other** ☐



**WHAT IS YOUR COMPLAINT?** *Environmental Concern Personal Rights Issue: Other*

**HOW DID THIS EFFECT YOU?** *(e.g. I felt angry and belittled)*

**WHO DID IT INVOLVE? Include Witnesses** *(e.g. Myself and Barbara (the receptionist))*

**WHEN & WHERE DID THIS HAPPEN?** *Please state Time, Date and Place this occurred.*

**WHAT STEPS HAVE YOU TAKEN TO RESOLVE THIS?** *(e.g. I asked for an apology)*

**WHAT WOULD YOU LIKE US TO DO?** *(e.g. I want you to tell Barbara to apologise and never do it again)*

NAME  
*(please print)*

SIGNATURE

DATE

### OFFICE USE SECTION

DATE RECEIVED

**ACTIONS TAKEN BY CENTRE 401 TRUST AND/OR IT'S STAFF** *(please state details)*

NAME  
*(please print)*

SIGNATURE

DATE

## CONTACT INFORMATION FOR OTHER SERVICES

### AFTER HOURS SERVICES

CAHT Team (Crisis Assessment & Homebased Treatment) 0800 50 50 50

Hamilton Women's Refuge (07) 855 1569

### EXTERNAL ADVOCATES

Hamilton District Community Law Centre (07) 856 4667 or 021 243 3640

Health & Disability Commissioner 0800 11 22 33

Health & Disability Consumer Advocacy Service 0800 55 50 50

Health Consumer Service 0800 801 482

### CULTURAL SUPPORT

Refugee Services Aotearoa Centre (07) 853 2195

Hauora Waikato Traditional Healing (07) 839 9916

# CONTACT INFORMATION FOR OTHER SERVICES

## 0800 HELPLINES

Need To Talk 1737

Barnados Parent Helpline 0800 227 627

Citizens Advice Bureau 0800 367 222

Quitline (smoking) 0800 778 778

Depression Line 0800 111 757

Healthline 0800 611 116

Gambling Problem Helpline Service 0800 654 655

Alcohol Drug Association 0800 787 797

Alcoholics Anonymous 0800 229 6757

Rape Survivor Helpline 0800 88 33 00

Youthline 0800 376 633

Samaritans 0800 726 666

LBGTQ+ Line 0800 802 437

No Bully Helpline 0800 NOBULLY

Anxiety NZ Trust Helpline 0800 ANXIETY

Parent Helpline 0800 568 856

Family Violence Infoline 0800 456 450

Cancer Helpline 0800 CANCER

Suicide Prevention Helpline 0508 TAUTOKO

Safe to Talk - Sexual Harm Helpline 0800 044 334 or TXT 4334

